

ABSTRACT OF THE DISCLOSURE

An apparatus and method for maximizing call connect rate in a remote access application.

The method uses an adjustable hunting algorithm for allocating calls to channels to be connected.

The method described categorizes the channels based on their past performances into groups that

5 are preferred to be used. The results of the channels performances are accumulated and saved in order to decide which channels are to be used more often than others. The channels that perform the worst will be used sparingly, thus reducing the possibility that they may be locked out. This gives the PSTN switch the most optimal number of channels to choose from since the least number of channels will be locked out. Since the best performing channels will be used most often, the system will have maximized its overall connect rate. The channels will constantly be monitored in order to guarantee that the next most effective available channel will be used for all incoming calls.

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